

# Malik Allibanawi

## Junior Cyber Security

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## Experience

### Cloud Security Engineer I

Palo Alto Networks (Plano ,TX)  
July 2021 – Present

- Ensure customers are maximizing their return on investment by rapidly implementing and operationalizing Palo Alto Networks solutions to achieve their business and security objectives
- Implement Palo Alto Networks cloud solutions and fully integrate these into clients security operations
- Coach customers on how to establish and manage their Cloud Security Change Management / Governance / Center of Excellence program
- Identify risks to the customer achieving their stated business goals and work with the account team to build a risk mitigation plan or escalate as needed
- Develop a comprehensive understanding of typical business challenges faced by customers and common objectives to appropriately map features and associated business benefits to address their needs
- Be a Go-To customer expert on Palo Alto Networks cloud security solutions and become a Subject Matter expert over time
- Performance metrics include CSAT, Renewal rate, and Customer Engagement

### IT Desktop Support Engineer (Project)

Acumed LLC (Addison, TX)  
April 2021 - July 2021

- Microsoft O365 Cloud Exchange and On-Premises administration.
- Windows OS, Mac OS, iOS and Android troubleshooting.
- Basic network troubleshooting and basic network hardware configuration (Routers, Switches).
- Mobile Devices Administration and application push using MaaS360.
- Tracking and solving all support tickets using ServicePro and making sure each issue was resolved.
- Windows PowerShell Scripting.
- Push Windows Security updates, applications updates using Microsoft SCCM.
- Machines Imaging and Re-imaging for new hires, provide the appropriate assets and push the required software for each new hire.
- Computer Hardware and software troubleshooting.
- Technical mentor for new hires and interns.
- Inventory responsibility for (Laptops, Phones) and quote weekly, monthly orders.

### IT Support Analyst I

Umniah Telecommunications  
Feb 2020 - March 2021

- Responsible for receiving tickets on SpiceWorks and making sure tickets are solved and closed.
- Create user accounts on Active Directory, delete/disable them, reset their passwords.
- Add the users to the appropriate groups, create user groups on the domain locally, global, universally.
- Add printers to the domain, give users access to these printers
- Set up file shares and give users access to those files.
- Allocating, maintaining, and troubleshooting of IT equipment.
- Handling support requests and procedures across the network.
- Assisting in training new hires.
- Supporting customers on-site, as well as remote customers.

### Customer Service Representative

Umniah Telecommunications  
Jan 2018 - Feb 2020

- Handling a high volume of inbound calls and greeting customers in a courteous and professional manner.
- Assessing and evaluating customer concerns and resolving their problems in an efficient and timely manner.
- Understanding customer needs and interests, and providing them with the right offers that match those.
- Alert direct supervisor/Team Lead of issues and concerns that require escalation for complete resolution or which may indicate a larger, underlying problem (such as network problems, system failure).
- Keep customers informed of global problems or scheduled down-time. Also keep them informed of progress on problems that cannot be resolved at the point of call.

## Education

### The Hashemite University (ABET Accredited)

B.S. Computer Engineering  
Accredited by: Computing Accreditation  
Commission (Baltimore, MD 21201, USA)  
September 2016 – December 2020

## Skills

- Python
- C++
- VMware
- Network Protocols
- Unix/Linux
- Routing
- TCP/IP
- Cloud Security
- Powershell
- AWS
- Microsoft Azure
- Kubernetes
- Serverless Concepts
- Cloud Computing
- Prisma Cloud
- Ticketing Systems
- ServiceNow
- Windows/ Mac OS

## Certifications

- Security+ CompTIA
- CCNA Cisco
- Microsoft Azure Fundamentals